

Ochieng' Mark Oketch

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CAREER OBJECTIVE.

A passionate IT professional seeking to leverage coding, networking, and IT solutions skills in a dynamic role. Eager to contribute to innovative projects, advance my career in Business Information Technology, and stay at the forefront of technological advancements.

EDUCATION.

2021 - 2025

DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY

MOUNT KENYA UNIVERSITY,

Proficient in communication, analytical problem-solving, and business models.

Comprehensive understanding of computer applications in Business Models, Information Technology, research methods, and communication skills.

2019 - 2020

KENYA CERTIFICATE OF SECONDARY EDUCATION (KCSE)

OMUYA SECONDARY SCHOOL,

Attained C (plain) in the final exam

2014 - 2015

KENYA CERTIFICATE OF PRIMARY EDUCATION (KCPE)

OMUYA PRIMARY SCHOOL,

Attained B (minus)

PROFESSIONAL DEVELOPMENT

CISCO Networking, Cisco Academy, 2024

Gained expertise in networking fundamentals, configuration, and network security. Hands-on experience with routers, switches, and troubleshooting networks issues.

WORK EXPERIENCE

Africasia Seeds Kenya Ltd.

Customer Relations Intern, 2022

Spearheaded customer relations initiatives, resulting in a 20% increase in customer satisfaction

Implemented communication strategies that improved client interaction and feedback management, enhancing customer retention

Assisted in data entry and maintaining customer records.

East African Seeds

Operations Support Assistant , February – April 2025

- Supported production operations through sorting, packaging, and quality control tasks.
- Operated and maintained packaging machinery, including bag stitching and packing equipment.
- Contributed to efficient inventory handling and ensured compliance with production timeline

SKILLS

Technical Skills

Programming & Development: **Python, HTML, CSS, MySQL**

- **Networking & Troubleshooting:** Cisco Networking, Network security, System administration
- **Software & Tools:** Microsoft Office Suite (Word, Excel, PowerPoint, Access), Email & Internet management
- **Operating Systems:** Windows, Linux (basic familiarity)

Soft Skills

- Strong communication and interpersonal skills.
- Problem-solving and analytical thinking.
- Ability to adapt quickly to new technologies and systems.
- Team collaboration and customer service focus.

Certifications

- **Cisco Networking** — Cisco Academy, 2024

Activities

- Engaging in coding challenges and technical problem-solving to enhance programming skills.
- Researching contemporary tech innovations and staying updated with industry trends.
- Active participation in nature observation and environmental conservation.

Additional Information

- Available to work remotely or on-site.
- Comfortable working across diverse IT environments.